WORKLOAD NARRATIVE

FIELD OPERATIONS

December 2017

Workload: In December, new cases for all programs [15,331] were 14% below the 2017 average and at their lowest level since **January 2000**. While closed cases [16,909] were 6% below their norm, dispositions exceeded verifications for the second straight month. The open inventory [22,250] fell to a nine month low and ended the year 8% below the average for 2017.

For the entire year of 2017, the field verified 212,885 cases in all programs. This was a reduction of 3% from 2016. Dispositions for the year equaled 216,089, or 2% fewer decisions than the previous year. The open balance fell by 14% during the year. This was the seventh consecutive year in which the number of new appeals has fallen and in which the open inventory has been reduced.

UI. In UI, new cases [13,998 cases; 8,231 appellants] were 14% below the average for the year and represented the smallest intake since **February 2001**. UI dispositions [15,369 cases; 9,037 appellants] were 6% below their average level and exceeded intake for the second consecutive month. The open balance [13,798 cases; 8,113 appellants] fell to an eight month low and ended the year 7% below the average for 2017. The inventory of extension cases is now 1.5% of the entire UI workload.

For the entire year of 2017, the field verified 195,376 UI and extension cases [114,881 appellants] and issued 196,119 decisions [115,318 appellants]. These represented a decrease of 4% from 2016. This was the seventh consecutive year with falling UI intake and output, and the first time since **2001** in which either the number of verifications or dispositions was below 200,000 cases. The open inventory fell by 8% for the entire year. This was the eighth consecutive year the open inventory was reduced. During those eight years, the open caseload has fallen by 81%.

DI. In December, work remained slow for disability. The number of appeals [778] was 19% below the 2017 average and represented the smallest intake since December 2012. Dispositions [884] were 8% below their norm, but exceeded intake for the first time in five months. The open inventory [1,441] fell to a four month low but is still 4% greater than average for this year.

For the entire year of 2017, the field verified 11,505 DI cases. This was an increase of 3% from 2016. The field issued 11,475 dispositions, representing a 1% increase from the previous year. During 2017, the open DI caseload rose by 24 cases.

Tax, Rulings, Other. In tax, the number of new petitions [297] was 51% above the average and represented the highest intake since June 2015. Nevertheless, dispositions [382], which have been almost identical for each of the last four months, exceeded intake for the 12th consecutive time. The open inventory [3,026] fell to its lowest level since November 2013. There was a dramatic drop-off in tax rulings in December coupled with the highest number of new petitions in five months. As a result, intake exceeded output for the first time in eight months. The open inventory [2,202] is still 15% below the average for 2017. There was progress on the regular ruling and other inventory for the second straight month, but the inventory remains 12% higher than the norm this year. During December, the field received seven new DUA appeals, and closed out four disaster benefit cases.

For the entire year of 2017, CUIAB received 2,366 new tax petitions. This was 8% below the total for 2016 and represented the smallest intake since 2010. There were 4,088 dispositions, which was an increase of 72% from 2016 and represented the **largest output ever for field operations**. This was the first time since 2013 in which dispositions exceeded verifications for tax cases. During the year, the field verified 1,225 tax ruling cases, which was up 14% from 2016 but below the 2015 and 2014 totals. There were 1,993 tax ruling dispositions, which was an increase of 55% from 2016 and also represented the **largest output ever for field operations**. There were 2,413 verifications and 2,434 dispositions for all other cases, which represented a four year high in both categories. During the year, the open inventory of these cases fell by just 24 cases.

Case Aging and Time Lapse. The field missed the 30-day time lapse standard [53.6%] for the second straight month. However, for the first nine months of the DOL reporting year, we have issued 64.7% of the UI decisions within 30 days and will pass muster so long as our percentage exceeds 45.8% for the next three months. 45-day time lapse [81.0%] met DOL mandates for the 12th straight month and is running at 86.3% for the reporting year. Average case age was at 29.1, which was the 13th consecutive month we were in compliance with that measure. In regards to the extension cases, time lapse improved from November with 30-day

cases at 36.7% and 45-day cases at 75.3%. On the flip side, average case age took a hit and increased to 38 days.

UI CY TRENDS - FO

	chg 2017 YTD	chg 2017 avg chg 2017 YTD											(
	61%	61%	2014		from 2014	39% fror	nd down) 2015, ai	8% from	16, down	from 20	UI balance monthly average is down 13% from 2016, down 8% from 2015, and down 39% t	age is do	ıthly aver	ance mor	UI bak
	92%	92%	2015			2014	39% from	d down 3	2015, an	8% from	6, down	UI balance to date is down 13% from 2016, down 8% from 2015, and down 39% from 2014	wn 13% t	ate is do	ance to d	UI bala
	87%	87%	2016							12	12					Multi
-2,295	87%	14,769		13,798	15,209	16,720	16,750	16,327	16,526	14,329	14,654	13,743	12,067	12,175	14,930	2017
986	106%	17,064		14,922	17,208	17,514	18,640	18,246	18,206	17,469	17,104	17,117	14,610	16,169	17,568	2016
-8,229	66%	16,078		17,067	17,047	16,430	16,183	16,198	15,571	15,304	15,268	15,981	14,111	14,570	19,211	2015
1		24,307		21,447	20,404	21,619	23,888	22,670	25,113	26,548	27,131	27,670	24,421	24,779	25,994	2014
Yr-Yr Avg Chg	% Chg of Avg	Avg.		Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	
						ES	OPEN CASES	VCE OP	BALANCE							
	chg 2017 YTD	chg 2017 avg														
	68%	68%	2014	14	2% from 2014	วwn 32%	5, and do	from 201	wn 13% i	2016, do	1% from	UI dispositions monthly average is down 4% from 2016, down 13% from 2015, and down 3	average	monthly	ositions	UI disp
	87%	87%	2015		14	6 from 2014	own 32%	15, and d	from 201	wn 13%	2016, do	UI dispositions to date are down 4% from 2016, down 13% from 2015, and down 32% from	ire down	to date a	ositions	UI disp
	96%	96%	2016						2/12						2/5	Multi
-671	96%	16,343	196,119	15,369	16,005	16,632	14,896	18,445	14,141	16,790	16,195	14,983	19,012	17,230	16,421	2017
-1,710	91%	17,015	204,174	17,438	15,625	17,115	16,349	18,700	15,409	17,645	17,320	15,807	19,541	17,321	15,904	2016
-5,253	78%	18,725	224,695	17,087	15,488	18,931	17,577	17,767	19,666	19,303	18,729	19,749	20,060	20,754	19,584	2015
		23,978	287,733	18,900	17,228	23,658	20,520	24,541	25,688	25,221	27,140	26,957	26,573	25,250	26,057	2014
Yr-Yr Avg Chg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	!
		:					CASES	CLOSED (다 CL							
	chg 2017 YTD	chg 2017 avg														
	68%	68%	2014	14	from 20	own 32%	5, and d	from 201	wn 12%	2016, dc	4% from	Ul registrations monthly average is down 4% from 2016, down 12% from 2015, and down 32% from 2014	average	monthly	istrations	UI reg
	88%	88%	2015		ո 2014	% from 20	10wn 32%	15, and c	from 20	own 12%	2016, d	JI registrations to date are down 4% from 2016, down 12% from 2015, and down 32% from	are down	to date :	istrations	Ul reg
	96%	96%	2016								12					Multi
-601	96%	16,281	195,376	13,998	14,510	16,639	15,336	18,284	16,356	16,497	17,147	16,700	18,941	14,507	16,461	2017
-1,529	92%	16,882	202,587	15,199	15,343	16,025	16,775	18,807	16,201	18,040	17,340	18,348	18,071	15,966	16,472	2016
-5,514	77%	18,411	220,933	17,146	16,111	19,209	17,611	18,448	20,036	19,418	18,055	21,674	19,647	16,163	17,415	2015
		23,925	287,096	19,991	16,062	21,462	21,805	22,177	24,330	24,702	26,654	30,284	26,279	24,091	29,259	2014
Yr-Yr Avg Chg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sep	Aug	Jui	Jun	May	Apr	Mar	Feb	Jan	ર
						S	D CASE	NEW OPENED CASES	NEW							
				8, 41, 42	1, 35, 36, 37, 38, 41, 42	, 33, 34, 3	29, 30, 31	Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34	4, 5, 6, 8,	des 1, 2, 3,	ogram Cou	Pr				
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	/5% chg 2017 YTD	/5% /5% chg 2017 YTD	2014	2014	% Trom 4	CZ UMOD	io, and	Trom Zo	WD 11%	טוס, מסי	o Iroin z	OWI 147	age is o	llly aver	Di balaite monthly average is down 14% from 2016, down 11% from 2015; and down 25% from 2014	Di bala
	89%	89%	2015	<u>.</u>	2014	5% from	down 25	15, and	from 20	vn 11%	16, dov	from 20	wn 14%	ate is do	DI balance to date is down 14% from 2016, down 11% from 2015, and down 25% from 2014	Di bala
	86%	86%	2016		-			•			•	1				
-231	86%	1,383		1,441	1,547	1,511	1,490	1,429	1,342	1,463	1,220	1,458	1,257	1,210	1,232	2017
69	104%	1,614		1,417	1,593	1,609	1,614	1,520	1,475	1,549	1,638	1,791	1,924	1,636	1,605	2016
-306	83%	1,546		1,672	1,715	1,694	1,737	1,639	1,534	1,480	1,318	1,237	1,198	1,542	1,782	2015
		1,851		1,823	1,834	1,984	2,048	2,176	2,250	1,922	1,830	1,788	1,557	1,536	1,469	2014
Avg Chg	% Chg of Ava	Avg.		Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	
						SES	BALANCE OPEN CASES	NCE OI	BALA							
	chg 2017 YTD	chg 2017 avg	_													
	94%	94%	2014	2014	% from 2	down 69)15, and	from 20	own 9%	2016, d	% from	e is up 1	average	monthly	DI dispositions monthly average is up 1% from 2016, down 9% from 2015, and down 6% from 20	DI disp
	91%	91%	2015		014	% from 2	down 69	15, and	from 20	wn 9%	2016, do	% from ;	are up 1	to date a	DI dispositions to date are up 1% from 2016, down 9% from 2015, and down 6% from 2014	DI disp
	101%	101%	2016													
7	101%	956	11,475	884	797	974	865	910	940	826	1,240	884	998	932	1,225	2017
-106	90%	949	11,390	1,031	873	854	789	967	864	1,062	1,096	1,111	852	964	927	2016
33	103%	1,056	12,667	964	850	1,034	906	1,052	1,149	978	939	1,045	1,376	1,230	1,144	2015
		1,022	12,265	1,073	965	1,165	1,241	1,101	1,024	1,038	1,047	927	958	. 891	835	2014
Yr-Yr Avg Chg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	
							CASES	CLOSED	CL		,					
	chg 2017 YTD	chg 2017 avg														
	90%	90%	2014	1 2014	0% from	down 1	015, and	from 2	lown 8%	2016, d	% from	e is up 3	/ averag	monthly	DI registrations monthly average is up 3% from 2016, down 8% from 2015, and down 10% from 2014	DI regis
	92%	92%	2015		2014	0% from	down 1)15, and	from 20	own 8%	2016, d	% from	are up 3	to date	DI registrations to date are up 3% from 2016, down 8% from 2015, and down 10% from 2014	DI regis
	103%	103%	2016													
30	103%	959	11,505	778	833	997	926	997	822	1,068	1,003	1,085	1,046	911	1,039	2017
-115	89%	929	11,143	856	857	850	884	1,013	790	974	944	979	1,140	995	861	2016
-22	98%	1,044	12,525	921	871	992	1,004	1,158	1,205	1,141	1,019	1,085	1,035	990	1,104	2015
		1,066	12,789	1,062	815	1,102	1,113	1,027	1,352	1,131	1,088	1,158	979	958	1,004	2014
Yr-Yr Avg Chg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sep	Aug	J _U I	Jun	May	Apr	Mar	Feb	Jan	СҮ
						SES.	ED CASES	NEW OPENED	NEW							
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	chg 2017:YTD	chg 2017 avg chg 2017 YTD	_													
	%96	96%	2014	2014	4% from	d down .	?015, an	% from 2	own 15%	2016, dı	% from	down 20	DI balance monthly average is down 20% from 2016, down 15% from 2015, and down 4% from 2014	thly ave	nce mon	DI bala
	85%	85%	2015		014	% from 2	down 49	15, and	from 20:	vn 15% 1)16, dow	from 20	DI balance to date is down 20% from 2016, down 15% from 2015, and down 4% from 2014	ate is do	nce to da	DI bala
	%08	80%	2016													
-644	80%	2,592		2,202	2,166	2,268	2,317	2,449	2,579	2,649	2,730	2,917	2,898	2,762	3,166	2017
181	106%	3,236		2,980	2,903	2,941	3,009	3,142	3,311	3,383	3,490	3,513	3,417	3,430	3,312	2016
358	113%	3,055		3,211	3,052	2,980	3,014	3,105	3,182	3,269	3,256	3,185	2,906	2,770	2,726	2015
		2,697		2,756	2,779	2,803	2,887	2,924	2,924	3,022	3,025	2,690	2,296	2,081	2,177	2014
Avg Chg	% Chg of Ava	Avg.		Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	
		1				SES	OPEN CASES		BALANCE							
	chg 2017 YTD	chg 2017 avg	_													
	279%	279%	2014	2014)% from	d up 179	015, and	6 from 2	up 103%	າ 2016, ເ	5% from	edusi∈	DI dispositions monthly average is up 55% from 2016, up 103% from 2015, and up 179% from 2014	monthly	ositions	DI disp
	203%	203%	2015	1	2014	% from	1 up 179	015, and	from 20	ıp 103%	2016, ι	5% from	DI dispositions to date are up 55% from 2016, up 103% from 2015, and up 179% from 2014	to date a	ositions	DI disp
	155%	155%	2016													
59	155%	166	1,993	56	148	136	149	162	163	154	212	180	105	453	75	2017
26	131%	107	1,287	98	116	78	144	213	135	160	49	102	108	38	46	2016
22	137%	82	981	42	96	98	116	95	145	111	106	52	79	10	31	2015
		60	714	18	24	88	49	24	81	55	36	27	24	162	126	2014
Yr-Yr Avg Chg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	
						3 ,	CLOSED CASES	OSED	င			:				
	chg 2017 YTD	chg 2017 avg														
	100%	100%	2014	14	1 with 20	ınd ever	12015, a	5% from	down 15	n 2016,	4% fron	e is up 1	DI registrations monthly average is up 14% from 2016, down 15% from 2015, and even with 201	monthly	strations	DI regi
	85%	85%	2015		14	with 20	nd even	2015, a	% from	down 15	າ 2016, ເ	4% fron	DI registrations to date are up 14% from 2016, down 15% from 2015, and even with 2014	to date	strations	DI regis
	114%	114%	2016													
13	114%	102	1,225	92	46	87	17	31	104	73	25	198	242	49	261	2017
-30	75%	90	1,075	176	78	9	19	51	64	53	28	198	96	156	147	2016
18	117%	120	1,440	201	168	65	25	19	58	124	176	333	215	55	1	2015
		102	1,227	5	1	3	13	24	15	50	372	421	243	66	14	2014
Yr-Yr Avg Chg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sep	Aug	lul	Jun	May	Apr	Mar	Feb	Jan	СҮ
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TAX CY TRENDS - FO

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	1120/	1130/	2014		_	from 201	1000	2015 and	of from '	o down '	70m 201	Tax halance monthly average is down 17% from 2016, down 5% from 2015, and in 12% from 2017	יישתם וכ ל	onthly ave	alance mo	Tax h;
	95%	95%	2015			4	from 201	up 12%	015, and	% from 2	, down 5	Tax balance to date is down 17% from 2016, down 5% from 2015, and up 12% from 2014	own 17%	date is do	alance to	Tax ba
	%88	83%	2016													
-806	83%	3,875		3,026	3,111	3,255	3,455	3,702	3,879	4,101	4,243	4,278	4,403	4,494	4,555	2017
593	115%	4,681		4,749	4,638	4,598	4,547	4,453	4,458	4,802	4,918	4,830	4,853	4,742	4,580	2016
624	118%	4,088		4,574	4,470	4,283	4,223	4,112	3,969	3,923	3,897	3,961	3,979	3,854	3,808	2015
		3,464		3,766	3,633	3,526	3,523	3,463	3,379	3,363	3,447	3,482	3,381	3,328	3,276	2014
Yr-Yr Avg Chg	% Chg of Avg	Avg.		Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	
						ES	EN CASES	BALANCE OPEN	BALA							
	dig 2017 YTD	chg 2017 avg										-				
	171%	171%	2014		14	from 20	d up 71%	2015, an	1% from	16, up 13	from 20	Tax dispositions monthly average is up 72% from 2016, up 131% from 2015, and up 71% from 2014	average	s monthly	spositions	Tax di
	231%	231%	2015)14	% from 20	nd up 71°	ı 2015, aı	31% from	16, up 1:	Tax dispositions to date are up 72% from 2016, up 131% from 2015, and up 71% from 2014	are up 72	s to date	spositions	Tax di
	172%	172%	2016													1
142	172%	339	4,068	382	389	392	388	423	377	362	265	247	280	247	316	2017
51	135%	197	2,368	171	138	161	178	264	512	285	160	164	141	73	121	2016
-51	74%	147	1,759	139	81	76	64	93	196	272	252	212	143	150	81	2015
		198	2,374	120	145	174	195	149	200	300	257	129	232	265	208	2014
Yr-Yr Avg Chg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sep	Aug	luL	Jun	May	Apr	Mar	Feb	Jan	
							CASES	CLOSED (CL							
	chg 2017 YTD	chg 2017 avg														
	82%	82%	2014		8% from 2014	า 18% fro	and down	m 2015,	vn 9% fro	016, dov	% from 2	Tax registrations monthly average is down 8% from 2016, down 9% from 2015, and down 1	y average	s monthly	gistration	Tax re
	91%	91%	2015			om 2014	vn 18% fr	and dov	om 2015,	wn 9% fr	2016, do	Tax registrations to date are down 8% from 2016, down 9% from 2015, and down 18% from	are dowr	s to date	gistration	Tax re
	92%	92%	2016													
-18	92%	197	2,366	297	247	191	143	246	162	222	233	127	189	187	122	2017
-2	%66	215	2,581	282	178	213	281	269	169	170	254	141	253	244	127	2016
-24	90%	217	2,608	270	268	136	177	235	247	300	189	194	271	197	124	2015
		241	2,896	253	253	178	255	234	217	217	222	230	285	320	232	2014
Yr-Yr Avg Chg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	CY
						S	NEW OPENED CASES	OPENE	NEW							
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RULING-OTHER CY TRENDS - FO Program Codes 9, 13, 14, 21, 22, 40, 44

						Pro	Program Codes 9, 13, 14, 21, 22, 40, 44	des 9, 13,	14, 21, 22,	40, 44						
							NEW	OPENEI	NEW OPENED CASES	S						4
CY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	142	157	159	370	229	178	216	193	.177	116	70	128	2,135	178		
2015	96	97	114	131	220	170	189	235	98	79	60	179	1,668	139	78%	-39
2016	169	93	114	220	120	176	250	111	220	239	194	116	2,022	169	121%	30
2017	95	149	165	212	339	360	255	186	219	177	90	166	2,413	201	119%	33
													2016	119%	119%	
Ruling	/Other rec	gistration	s to date	Ruling/Other registrations to date are up 19% from 2016, up 45% from 2015, and up 13% from 2014	% from 20	16, up 45	% from 2	2015, and	d up 13%	from 20	14		2015	145%	145%	
Ruling	/Other rec	gistration	s monthly	Ruling/Other registrations monthly average is up 19% from 2016, up 45% from 2015, and up 13% from 2014	s up 19%	from 201	6, up 45	% from 2	015, and	up 13%	from 201	4	2014	113%	113%	
													c	chg 2017 avg	chg 2017 YTD	
							CL CL	CLOSED CASES	:ASES							
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	78	221	264	103	120	58	93	82	220	121	136	266	1,762	147		
2015	85	129	836	191	180	95	126	81	80	95	90	53	2,041	170	116%	23
2016	74	80	112	117	189	148	155	120	67	129	238	246	1,675	140	82%	-31
2017	259	477	303	225	133	127	114	221	98	82	177	218	2,434	203	145%	63
 													2016	145%	145%	
Ruling	Other dis	positions	to date a	Ruling/Other dispositions to date are up 45% from 2016, up 19% from 2015, and up 38% from 2014	6 from 20	16, up 19	% from 2	015, and	1 up 38%	from 201	4		2015	119%	119%	
, di		500000000000000000000000000000000000000	, inclining	r wing) Cure, dispositions montainy average is up 45% from 2010, up 18% from 2013, and up 30% from 2014	ر الح مام على /و	1011 401	o, up la	9 IIOII 6	oro, and	up 30% I	1011 2014	-	4107	-ha 2017 ava	100%	
			.	•			BALANCE	CE OPEN	N CASES	ES					6	
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	1,547	1,485	1,371	1,639	1,750	1,870	1,990	2,098	2,055	2,048	1,982	1,841		1,806		
2015	1,854	1,821	1,096	1,036	1,076	1,151	1,214	1,368	1,384	1,369	1,335	1,462		1,347	75%	-459
2016	1,557	1,570	1,572	1,673	1,601	1,628	1,724	1,717	1,869	1,979	1,935	1,807		1,719	128%	372
2017	1,643	1,316	1,178	1,166	1,370	1,602	1,743	1,708	1,829	1,924	1,837	1,783		1,592	93%	-128
													2016	93%	93%	
Ruling	Other ba	lance to	date is do	Ruling/Other balance to date is down 7% from 2016, up 18% from 2015, and down 12% from 2014	m 2016, ı	лр 18% fr	om 2015	, and dov	wn 12% f	rom 201 ₄	_		2015	118%	118%	
Ruling	Other ba	lance mo	nthly aver	Ruling/Other balance monthly average is down 7% from 2016, up 18% from 2015, and down 12% from 2014	wn 7% fro	m 2016,	up 18% f	from 201	5, and do	wn 12%	from 201	4	2014	88%	88%	
													c	chg 2017 avg	chg 2017 YTD	

	chg 2017 YTD	chg 2017 avg														
	71%	71%	2014	2014	9% from	d down 2	2015, an	7% from	l6, down	from 201	wn 14%	rage is do	nthly ave	All Programs balance monthly average is down 14% from 2016, down 7% from 2015, and down 29% from 2014	grams ba	All Pro
	93%	93%	2015		2014	3% from 2	I down 25	2015, and	% from 2	3, down 7	rom 2016	wn 14% f	late is dov	All Programs balance to date is down 14% from 2016, down 7% from 2015, and down 29% from 2014	grams ba	All Pro
	86%	86%	2016							12	12				•	Multi
-4,104	86%	24,211		22,250	23,870	25,678	25,841	25,615	26,069	24,144	24,217	23,562	21,803	21,957	25,526	2017
2,201	108%	28,315		25,875	28,277	28,641	29,679	29,078	29,174	28,831	28,751	28,924	26,376	27,547	28,622	2016
-8,012	77%	26,114		27,986	27,619	26,756	26,541	26,422	25,470	25,127	24,815	25,400	23,290	24,557	29,381	2015
		34,126		31,633	30,632	31,980	34,401	33,331	35,656	36,725	37,183	37,269	33,026	33,209	34,463	2014
Yr-Yr Avg Chg	% Chg of Avg	Avg.		Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	:
						ES	EN CAS	BALANCE OPEN CASES	BALA							
	chg 2017 YTD	chg 2017 avg														
	71%	71%	2014		rom 2014	wn 29% 1	5, and do	rom 2018	vn 11% f	2016, dov	½% from .	is down 2	average	All Programs dispositions average is down 2% from 2016, down 11% from 2015, and down 29% from 2014	grams di	All Pro
	89%	89%	2015		from 201	wn 29% t	5, and do	from 201:	wn 11% i	2016, do	2% from	re down :	to date a	All Programs dispositions to date are down 2% from 2016, down 11% from 2015, and down 29% from 2014)grams di	All Pro
	98%	98%	2016						2/12						2/5	Multi
-400	98%	18,007	216,089	16,909	17,516	18,216	16,396	20,161	15,735	18,259	18,045	16,519	20,698	19,339	18,296	2017
-1,771	91%	18,408	220,894	18,984		18,337	17,527	20,264	17,075	19,300	18,814	17,301	20,754	18,476	17,072	2016
-5,225	79%	20,179	242,143	18,285	16,605	20,234	18,743	19,088	21,282	20,759	20,206	21,249	22,494	22,273	20,925	2015
		25,404	304,848	20,377	18,498	25,206	22,225	25,897	27,086	26,672	28,600	28,143	28,051	26,789	27,304	2014
Yr-Yr Avg Chg	% Chg of Avg	Avg.	TOTAL	Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	
							CASES	CLOSED (CL							
	chg 2017 YID	chg 2017 avg														
	70%	70%	2014)m 2014	n 30% frc	and dow	om 2015,	m 11% fro	016, dow	1% from 2	s down 3	average i	monthly:	All Programs registrations monthly average is down 3% from 2016, down 11% from 2015, and down 30% from 2014	grams re	All Pro
	89%	89%	2015	4	from 201	wn 30%	5, and do	from 201	wn 11%	2016, dc	3% from	are down	to date a	All Programs registrations to date are down 3% from 2016, down 11% from 2015, and down 30% from 2014)grams re	All Pro
	97%	97%	2016								12					Multi
-544	97%		212,885		15,726	18,091	16,641	19,744	17,699	18,220	18,747	18,322	20,583	15,803	17,978	2017
-1,647	92%		219,408	16,629	16,650	17,336	18,179	20,251	17,474	19,413	18,686	19,886	19,674	17,454	17,776	2016
-5,581	78%	19,931	239,174	18,717	17,478	20,481	18,915	20,095	21,735	21,153	19,659	23,417	21,282	17,502	18,740	2015
		25,512	306,143	21,439	17,201	22,861	23,363	23,655	26,130	26,278	28,565	32,463	27,945	25,592	30,651	2014
Avg Chg	% Chg of Ava	Avg.	TOTAL	Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	СҮ
						S	D CASE	NEW OPENED CASES	NEW							
	·		·			IDS - FO	YTREN	ALL PROGRAM CY TRENDS -	PROG	ALL						_

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FY UI TRENDS-AO

Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34, 35, 36, 37, 38, 41, 42

							REGI	REGISTRATIONS	SNO							
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	1,790	1,676	1,563 1,795 1,234	1,795	1,234	1,332	1,027	1,225	1,534	1,518	1,394	1,056	17,144	1,429		
15/16	1,583	1,480	999	1,070	1,070 1,114	1,142	937	967	1,345	1,211	960	1,322	14,130	1,178	82%	-251
16/17	996	986	1,248	964	775	1,010	825	784	1,046	923	962	1,216	11,735	978	83%	-200
17/18	1,122	17/18 1,122 1,068	806	833	1,062	904							5,795	966	99%	-12
													16/17	99%	19%	
Ul regis	strations.	July to da	ite are do	wn 81%	from 16.	/17, dowr	UI registrations July to date are down 81% from 16/17, down 22% from 15/16, and down 38% f	m 15/16,	and dow	n 38% fro	rom 14/15		15/16	82%	78%	
UI regis	stration m	nonthly av	/erage is	down 19	% from 1	6/17, dov	UI registration monthly average is down 1% from 16/17, down 18% from 15/16, and down 32%	om 15/16), and dov		from 14/15	51	14/15	68%	62%	
										: :				chg 14/15 avg	chg 14/15 YTD	

							DISF	DISPOSITIONS	SN							
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	1,518	1,752	1,871	1,503 1,381	1,381	1,571	Ш	1,285	1,212	1,271	1,231	1,733		1,473		
15/16	1,782	1,527	1,318	1,139	907	1,345	1,168	799	1,359	919	1,221	678	14,162	1,180	80%	-293
16/17	923	1,325	۱۳	1,243 1,035	1,035	924	886	975	963	957	1,081	1,065	12,596	1,050	89%	-131
17/18	949	965	831	931	937	1,037							5,650	942	90%	-108
													16/17	90%	85%	

UI dispositions July to date are down 15% from 16/17, down 30% from 15/16, and down 41% from 14/15 UI disposition monthly average is down 10% from 16/17, down 20% from 15/16, and down 36% from 14/15

15/16 14/15

80% 64%

59% 70%

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July		
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Π D	E OPEN	
Mar	CASES	
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May		
l Ine		
Total		
Ava		chg 14/15 avg
% Chg		14/15 avg chg 14/15 YTD
Yr-Yr		

UI balance of ope UI balance montl

17/18 16/17 15/16 14/15

853

1,631

2,432 1,394

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	hly avera	en cases		953	1,291	1,342	2,349	
	ige down	to date ar		922	1,317	1,021	2,047	
	1 2% from	e down		821	1,033 773	949	2,340	
	m 16/17,	23% from		944	773	949 1,161	2,181	
	thly average down 2% from 16/17, down 18% from 15/16, and down 56% from 14/15	pen cases to date are down 23% from 16/17, down 22% from 15/16, and down 60% from 14/15		807	862	943	2,047 2,340 2,181 1,937	
	% from 1:	own 22%			797	713	1,613	
	5/16, and	from 15/1			606	878	1,613 1,549	. ~~
	down 56	6, and do			688	902	1,873 2,120 2,277	
	% from 1	wn 60% f			651	1,185	2,120	, '
	4/15	rom 14/15			533	917	2,277	
		O 1			681	1,560	1,599	
	14/15	15/16	16/17	5,300	10,863	12,965	24,317	
chg 14/15 avg	44%	82%	98%	883	905	1,080	2,026	.6.4.
chg 14/15 YTD	40%	78%	77%	98%	84%	53%		of Avg
				-22	-175	-946		AvgChg

FY DI TRENDS-AO Program Codes 7,10, 11, 12, 16 & 20

							REC	REGISTRATIONS	ATIONS	S			•			·
	July	Aug	Aug Sept	Oct	Nov	Dec	Jan	Feb	Mar	Mar April May	Мау	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	55	39	59	69	52	71	59	54	57	72	56	51	694	58		
15/16	52	91	72	37	38	54	41	33	60	44	46	60	628	52	%06	-6
16/17	41	51	46	34	40	44	47	56	58	37	32	50	536	45	%58	- 8
17/18	37	49	23	43	30	33							215	36	80%	-9
													16/17	80%	84%	
													15/16	68%	63%	
DI regist	rations J	uly to dat	e are dov	vn 16% f	rom 16/1	DI registrations July to date are down 16% from 16/17, down 37% from 15/16, and down 38% from 14/15	37% from) 15/16, a	and down	38% fro	m 14/15.		14/15	62%	62%	
DI regist	ration mo	onthly ave	erage is c	lown 20%	6 fr om 16	/17, dow	n 32% fro	om 15/16	, and dov	vn 38% f	DI registration monthly average is down 20% from 16/17, down 32% from 15/16, and down 38% from 14/15.	ŗ.		chg 14/15 avg	chg 14/15 avg chg to 14/15 YTD	

							밎	DISPOSITIONS	SNOIT							
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	Мау	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	45	50	50	55	45	56	59	74	53	59	74	52	672	56		
15/16	80	56	101	87	34	55	39	31	61	37	48	47	676	56	101%	0
16/17	31	65	35	25	56	35	56	59	76	44	39	27	548	46	%18	-11
17/18	54	55	19	30	41	36				,			235	39	%98	-7
													16/17	86%	95%	
													15/16	70%	57%	
DI dispo	sitions Ju	ly to date	are up t	5% from	DI dispositions July to date are up 5% from 16/17, down 43% from 15/16, and down 22% from 14/15.	wn 43%	from 15/	16, and d	own 22%	from 14.	/15.		14/15	70%	78%	
DI dispo	sition mo	inthly ave	rage is d	own 14%	DI disposition monthly average is down 14% from 16/17, down 30% from 15/16, and down 30% from 14/15.	/17, dowr	า 30% fro	m 15/16,	, and dow	/n 30% fr	om 14/15	,,		chg 14/15 avg	chg 14/15 avg chg to 14/15 YTD	

						_	ALAN	CE OP	BALANCE OPEN CASES	SES				-		
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar April		May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	92	81	91	106	112	82	127	107	111	125	109	106	1,249	104		
15/16	77	112	82	32	37	34	36	38	38	44	43	55	628	52	50%	-52
16/17	65	51	62	71	55	70	61	58	40	33	27	49	642	54	102%	_
17/18	32	26	28	43	34	29							192	32	60%	-22
													16/17	60%	51%	
													15/16	61%	51%	
Open B	alance c	of DI case	Open Balance of DI case to date are down 49% from 16/17, down 49% from 15/16, and down 66%	are dow	n 49% fr	om 16/1	7, down	49% from	n 15/16,	and dov	vn 66% fr	from 14/15.	14/15	31%	34%	
Open Ba	alance m	onthly av	Open Balance monthly average is down 40% from 16/17, down 39% from 15/16, and down 69% from 14/15.	down 40%	6 from 16	3/17, dow	n 39% fr	om 15/16	δ, and dov	wn 69% t	rom 14/1	Ċī		chg 14/15 avg	chg 14/15 avg chg to 14/15 YTD	

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FY TAX TRENDS-AO

						Progra	am Code	s 15, 17,	Program Codes 15, 17, 18, 32, 45, 46,		47, 48					
							REGIST	REGISTRATIONS	SN							
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	1	5	10	5	11	9	3	8	9	ъ	6		73	6		
15/16	6	5	10	5	2	4	9	1	6	4	8	11	71	6	%76	0
16/17	15	15	17	10	7	9	8	6	12	9	14	8	130	11	183%	თ
17/18	21	54	20	23	22	7							147	25	226%	14
													16/17	226%	201%	
Tax rec	istrations	duly to	Tax registrations July to date are up 101% from 16/17, up 359% from 15/16 and down 259% from 14/15	up 101%	from 16/1	7, up 359	% from	15/16 and	down 25	59% from	14/15		15/16	414%	459%	
Tax reg	istration	monthly a	average is	s up 126%	6 from 15	5/16, up 2	97% fron	n 14/15, a	and up 28	37% from	13/14		14/15	403%	359%	
														chg 14/15 avg	chg 14/15 YTD	
							DISPC	DISPOSITIONS	S							
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Мау	June	Total	Avg	% Chg of Avg	Yr-Yr AvgChg
14/15	6	10	0	5	7	5	5	13	0	12	10	ယ	76	6		
15/16	7	9	4	11	4	4	9	11	6	1	3	5	74	6	97%	0
16/17	7	З	4	5	9	5	13	18	16	13	20	6	119	10	161%	4
17/18	8	14	12	11	70	32							147	25	247%	15
													16/17	247%	445%	
Tax dis	positions	July to da	Tax dispositions July to date are up 345% from 16/17, up 277% from 15/16 and up 345% from 14/15	345% fr	om 16/17	, up 2779	% from 1:	5/16 and	up 345%	from 14/	15.		15/16	397%	377%	
Tax dis	position r	nonthly a	Tax disposition monthly average is up 147% from 16/17, up 297% from 15/16, and up 287% from 14/15.	up 147%	6 from 16	/17, up 2:	97% from	ı 15/16, a	nd up 28	7% from	14/15.		14/15	387%	445%	
						BAL	BAL ANCE	OPEN	CASES					8. 12. 10. 10. 10. 10. 10. 10. 10. 10. 10. 10	2011	
· · ·	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Мау	June		Avg.	% Chg	Yr-Yr AvgChg
14/15	22	18	28	27	31	35	33	28	37	30	26	25		28		
15/16	24	20	26	20	19	19	19	9	9	12	17	23		18	64%	-10
16/17	32	44	57	63	60	64	59	47	45	41	35	37		49	269%	31
17/18	50	94	100	114	66	37				,				77	158%	28
	1											į	16/17	158%	144%	
Tax bal	ance of o	pen cases	Tax balance of open cases to date is up 44% from 16/17, up 260% from 15/16, and up 186% from 14/15.	s up 44%	from 16/1	7, up 260	% from 1	5/16, and	up 186%	from 14/	1.5		15/16	425%	360%	
l ax bal	alice illo	пшу ауы	aye is up	30% 110	m 10/17,	up 323%	Irom 15/	io, and c	ıp 171%1	rom 14/1	Ċ		14/15	2/1% chg 14/15 avg	286% chg 14/15 YTD	
														8,000	9.00	

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	19 13 10 10 10 10 10 10 10 10 10 10 10 10 10	Gran Cliffer Bird														
	31%	23%	14/15	.°'	Other balance monthly average is down 77% from 16/17, down 46% from 15/16, and down 77% from 14/15	wn 77% fi), and dov	om 15/16	vn 46% fr	6/17, dov	% from 1	down 77	/erage is	nonthly av	oalance n	Other t
-	45%	54%	15/16		n 14/15.	69% fron	ınd down	า 15/16, a	55% fron	17, down	from 16/1	wn 81% :	ses is do	Other balance of open cases is down 81% from 16/17, down 55% from 15/16, and down 69% from 14/15	palance o	Other t
	19%	23%	16/17									!				
-8	23%	3								5	2	0	0	0	8	17/18
6	230%	11		8	8	2	0	14	19	20	12	14	13	9	10	16/17
ტ	42%	5		7	5	2	2	4	ယ	2	5	5	8	9	4	15/16
		11		22	24	15	7	6	10	7	6	10	11	11	3	14/15
AvgChg	Avg	,841,		0		7	1			133		Š	1		,	
Yr-Yr	% Chg of	Δνα		.}ıne	Mav	April	Mar	Feb	Jan	Dec	Nov	O _{Ct}	Sept	Aug	July	
						S	N CASE	CE OPEN	BALANCE	_						
	chg 14/15 YTD	chg 14/15 avg														
	62%	56%	14/15	5,	Other disposition monthly average down 41% from 16/17, down 45% from 15/16, and down 44% from 14/15	wn 44% t	6, and do	rom 15/1	wn 45% f	16/17, do	1% from 1	down 41	average	n monthly	ispositio	Other o
	33%	55%	15/16		,91	rom 14/18	wn 38% f	6, and do	67% 15/1	17, down	from 16/	10wn 24%	date are c	Other dispositions July to date are down 24% from 16/17, down 67% 15/16, and down 38% from 14/15.	lisposition	Other c
	76%	59%	16/17													
-2	59%	3	16							3	2	1	0	4	6	17/18
0	93%	5	54	9	6	0	2	10	6	_	4	_	З	8	4	16/17
0	102%	5	58	2	1	1	3		1	9	2	5	9	5	19	15/16
		5	57	10	5	4	4	5	3	5	5	5	4		6	14/15
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	
							SNO	DISPOSITIONS	DIS							
	chg 14/15 YTD	chg 14/15 avg														
	64%	44%	14/15	1/15.	Other registration monthly average is down 51% from 16/17, down 24% from 15/16, and down 56% from 14/15.	down 56	5/16, and	% from 15	down 245	m 16/17,	151% from	e is down	y average	n monthly	egistratio	Other i
	57%	76%	15/16	V15.	% from 14	down 465	1/16, and	% from 15	down 43%	n 16/17, (52% fron	are down) date is a	ns July to	egistratic	Other 1
	48%	49%	16/17													
კ	49%	3	16							5	4	1	0	0	6	17/18
2	155%	5	65	9	8	2	2	5	6	8	2	2	7	7	7	16/17
-3	58%	4	42	4	4	1	1	2	2	6	2	2	7	10	_	15/16
		6	72	8	14	13	5	1	6	5	-7	4	4	9	2	14/15
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	
							SNOIL	GISTRAT	REG							
						1			9							
					6 4 4	9.13. 14. 19. 21.22. 40. 44	13. 14. 19		Program Codes	.						i
						70 20	TORN		Π <							

	chg 14/15 YTD	chg 14/15 avg			14/15.		id down 5	15/16, an	4% from	7, down 1	rom 16/1	own 2% fr	Open Balance monthly average is down 2% from 16/17, down 14% from 15/16, and down 53% from	onthly ave	alance m	Open B
	44%	47%	14/15		Ģ.	rom 14/1	wn 56% t	ິງ, and do	om 15/16	m 19% fr	117, dow	5 from 16	Open Balance to date is down 22% from 16/17, down 19% from 15/16, and down 56% from 14/15.) date is (salance to	Open E
	81%	86%	15/16													
	78%	98%	16/17													
-24	98%	995								880	1,046	978	1,052	1,073	943	17/18
-136	88%	1,019		775	603	731	782	725	936	1,016	900	1,181	1,449	1,395	1,738	16/17
-963	55%	1,156		1,645	982	1,243	951	929	771	998	1,222	1,006	1,137	1,483	1,499	15/16
		2,119		1,752	2,436	2,290	2,028	1,690	1,783	1,970	2,562	2,575	2,049	1,804	2,484	14/15
Yr-Yr AvgChg	% Chg of Avg	Avg.		June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	
							CASES	OPEN (BALANCE	BAL						
	. cig i#io iio	Cig it/ibavg					4	9								1
	01/0	00%	14/10		14/15	35% from	TOWING THAT	15/16 ar	9% from	down 1	vm 16/17	vn 9% fr	Disposition monthly average is down 9% from 16/17, down 29% from 15/16, and down 35% from 14/15.	hly avers	ition mon	Disposi
	61%	650/	14/15		7	from 1/1	30%	16 and d	from 15/	Mm 20%	6/17 do	% from 1	are in 13	fo date:	itions Ind	Disposi
	71%	81%	15/16					,								
-103	91%	7,009	0,055							1,110	1,000	9/3	00/	1,030	1,017	17710
3	03/3	1,112	2,57	, ,	1, 170	1,022	,,,,	1,004		4 4 6	2000	070	520	300	4 047	17/10
136	80%	1 117	13 340	1 107	1 146	1 000	1 078	· 1 062	9 <u>61</u>	959	1 104	1 274	1 261	1 401	965	16/17
-293	81%	1.248	14,970	732	1.273	958	1.429	842	1.217	1.413	947	1.242	1,432	1.597	1,888	15/16
		1,541	18,489	1,798	1,320	1,346	1,269	1,377	1,415	1,637	1,438	1,568	1,925	1,813	1,583	14/15
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	!
							S	DISPOSITIONS	DISPC			_				
	200	RAP CLIALIFE														9
	cho 14/15 VIII	cho 14/15 avr		•	14/15	from	down 3	5/16 and	% from 1	down 17	n 16/17	ו 1% from	Registration monthly average down 1% from 16/17, down 17% from 15/16, and down 31% from	nthly aver	ation mor	Registr
	63%	69%	14/15			15.	6 from 14,	down 37%	5/16, and	% from 1:	down 21	эm 16/17,	Registrations July to date down 3% from 16/17, down 21% from 15/16, and down 37% from 14/15	to date do	tions July	Registra
	79%	83%	15/16													
11	99%		6,177							950	1,118	900	852	1,171	1,186	17/18
-199	84%	1,040	12,485	1,283	1,016	974	1,134	851	886	1,071	824	1,010	1,318	1,059	1,059	16/17
-259	83%		14,871	1,397	1,018	1,260	1,412	1,003	989	1,206	1,156	1,114	1,088	1,586	1,642	15/16
		1.499	17.982	1.116	1.470	1.608	1.605	1.288	1.095	1,417	1.298	1.873	1.636	1,729	1,847	14/15
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	
							SN	REGISTRATIONS	REGIS							
									-							
						DS-AO	M TREN	FY ALL PROGRAM TRENDS-AO	ALL PR	Ya.						

Case Aging	17/18	17/18	17/18	Case A	16/17	16/17	16/17	Case Aging	15/16	l	15/16	Case Aging	14/15	14/15	14/15	Case Aging	13/14	13/14	13/14	Case Aging	12/13	12/13	12/13	Case Aging	11/12		11/12	Standa A	Standard Day	Standard Day	Standard Day	-	
ging —	150-Day	75-Day	45-Day	Aging	150-Day	75-Day	45-Day	ging	150-Day	75-Day	45-Day	ging	150-Day	75-Day	45-Day	ging	150-Day	75-Day	45-Day	ging	150-Day	75-Day	45-Day	ging	150-Day	75-Day	45-Day	Standard Case Age	dard 150- Day	dard 75- Day	`		
25.4	99.8%	98.0%	88.6%	29.0	99.7%	98.0%	77.4%	37.3	99.6%	92.4%	43.2%	28.3	99.2%	96.9%	77.9%	30.1	99.7%	92.1%	62.3%	31	99.3%	94.0%	66.4%	39	99.7%	89.2%	5.2%	40	95%	80%	50%	Apr	
30.3	100.0%	99.2%	79.0%	33.4	99.4%	95.2%	78.9%	40.9	99.8%	94.6%	21.1%	30.3	99.8%	96.4%	79.7%	31.0	99.7%	94.4%	76.0%	38	99.5%	91.8%	57.4%	45	99.4%	87.9%	6.9%	40	95%	80%	50%	May	
25.8	100.0%	96.2%	69.2%	32.3	99.7%	92.3%	62.1%	42.2		87.9%		32.3		95,7%	69.8%	32.2	99.8%	90.7%	72.4%	44	99.4%	81.7%	20.5%	43	99.4%	60.8%	4.6%	40	95%	80%	50%	Jun	ΑP
27.0	100.00%	95.90%	71,43%	40.1	100.0%		47.7%	33.1	99.4%		40.2%	35.1		96.1%	42.1%	30.1	99.8%	90.3%	56.6%	48	99.7%	80.9%	12.8%	47			10.1%	40	95%	80%	50%	Jul	APPELLATE OPERATIONS TL & Case Aging TRENDS
27.4	99.89%	95.54%	73.15%	37.7			27.8%	32.9			69.0%	35.9		6 90.6%	6 48.6%	28.4	99.6%	6 94.8%	6 77.4%	44	6 99.2%	6 80.6%	28.7%	&			6 10.6%	40	95%	80%	50%	Aug	OPERAT
32.9	100.00%	96.71%	81.77%	34.0	99.6%	90.2%	52.6%	29.8			68.4%	37.6			56.9%	24.0	99.9%	96.3%	80.5%	49	99.0%	76.4%	40.7%	4		43.1%	10.5%	40	95%	80%	50%	Sep	ONS TL 8
36.9	99.6%	98.4%	72.1%	31.5	99.9%		68.7%	29.6			82.5%	36.0		91.3%	38.5%	31,1	99.9%		74.5%	45	99.0%	75.4%	25.5%	39		72.7%	11.6%	40	95%	80%	50%	Oct	և Case A յ
1.08	%89.66	96.02%	75.27%	31.7	99.3%	95.4%	77.2%	31.5	99.5%	97.3%	81.0%	41.1	99.5%	88.8%	39.7%	35.0	99.5%		52.4%	45	%9.66	83.2%	22.1%	38	99.2%	86.4%	11.7%	40	95%	80%	50%	Nov	ying TREN
30.8	99.59%	96.62%	82.46%	32.4		96.9%				97.6%						33.8			52.5%			75.3%		39			17.2%	40	95%	80%	50%	Dec	DS
				32.5	_		53.3%				72.8%				45.1%	31.8		91.6%	51.0%		99.7%		13.1%	37			16.6%	40	95%	80%	50%	Jan	
				30.4	100.0%	97.3%	72.1%	29.2	99.2%	93.4%	77.7%	33.4	99.8%	77.4%	20.5%	27.8	99.6%	93.3%	59.1%	35	99.8%	76.6%	24.0%	32	99.3%	91.0%	47.9%	40	95%	80%	50%	Feb	
							82.1%		99.8%		79.8%				57.5%						99.7%		53.3%			Ī	70.0%	40	95%	80%	50%	Mar	
29 fs	99.8%	97.0%	77.0%	П			_	32.8					П		51.6%				66.0%		99.4%		31.6%	40			18.6%	40	95%	80%	50%	Avg.	

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UI TRENDS-AO

, ,				Progran	Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33	1, 2, 3, 4,	5, 6, 8, 2	23, 24, 28	, 29, 30,		, 34, 35, 36, 37, 38, 41, 42	37, 38, 4	11, 42			
							REGISTRATIONS	TRATIO	SN							
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	1,620	1,608	1,558	1,883	1,572	1,743 1,790		1,676	1,563	1,795	1,234	1,332	19,374	1,615		
2015	1,027	1,225	1,534	1,518	1,394	1,056	1,583	1,480	999	1,070	1,114	1,142	15,142	1,262	78%	-353
2016	937	967	1,345 1,211	1,211	960	1,322	996	986	1,248	964	775	1,010	12,721	1,060	84%	-202
2017	825	784	1,046	923	962	1,216	1,122 1,068	1,068	806	833	1,062	904	11,551	963	91%	-97
	•												2016	91%	91%	
UI regi	strations	Jan to da	ate are do	wn 9% fr	UI registrations Jan to date are down 9% from 2016, down 24% from 2015, and down 40% from 2014	down 24	1% from 2	2015, and	down 40)% from ;	2014		2015	76%	76%	
Ul regi	stration n	nonthly a	verage is	down 9%	UI registration monthly average is down 9% from 2016, down 24% from 2015, and down 40% from 2014	16, down	24% fror	n 2015, a	and down	1 40% fro	m 2014		2014	60%	60%	
														chg to '14 avg	chg to '14 YTD	
							DISPO	DISPOSITIONS	S							
															243 %	

2016 2017 2015 2014 UI dispositions Jan to date are down 10% from 2016, down 28% from 2015, and down 40% from 2014 UI disposition monthly average is down 10% from 2016, down 28% from 2015, and down 40% from 2014 1,168 1,348 1,443 886 Jan 1,285 1,490 Feb 975 799 1,359 1,212 1,689 Mar 963 1,271 1,817 April 957 919 May 1,221 1,231 1,599 1,081 1,065 June 1,733 1,548 678 RAI ANCE OPEN CASES July 1,518 1,782 949 923 Aug 1,752 1,325 1,527 965 Sept 1,219 1,318 1,871 <u>83</u> 1,243 1,503 1,139 Oct 931 1,035 1,381 Nov 937 907 1,037 1,345 1,571 Dec 924 Total 11,577 16,098 19,182 12,813 2015 2014 2016 chg to '14 avg Avg. 1,068 1,342 1,599 72% 60% 90% 965 % Chg of Avg chg to '14 YTD 90% 60% 90% 80% 84% 72% Yr-Yr AvgChg -103 -274 -257

						Į Ž	DALANCE OFEN CASES	CTEN	CASES							
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr	Avg.	% Chg of Ava	Yr-Yr AvgChg
2014	1,994	1,994 2,106	1,936	1,936 1,986	1,979	2,166	2,432	2,349	1,979 2,166 2,432 2,349 2,047 2,340	2,340	2,181	1,937	1,937	2,121		
2015	1,613 1,549 1,873 2,120 2,277 1,599 1,394	1,549	1,873	2,120	2,277	1,599	1,394	1,342 1,021	1,021	949	1,161	1,161	1,161	1,505	71%	-616
	713	878	902	1,185	917	1,560 1,631	1,631	1,291	1,317 1,033	1,033	773	862	862	1,089	72%	416
2017	797	606	688	651	533	941	941 853	953	922	821	944	807	9,516	793	73%	-296
													2016	73%	73%	
UI bala	UI balance of open cases Jan to date are up 27% from 2016, down 47% from 2015, and down 63% from 2014	en cases	Jan to dat	e are up 2	27% from :	2016, dow	m 47% fro	m 2015, a	and down	63% from	2014		2015	53%	53%	

UI balance monthly average is down 27% from 2016, down 47% from 2015, and down 63% from 2014

2014

37%

37%

chg to '14 avg

chg to '14 YTD

DI dispositions Jan to date up 6% from 2016, down 32% from 2015, down 7% from 2014. DI disposition monthly average up 6% from 2016, down 32% from 2015, and down 7% from 2014. DI registrations Jan to date down 8% from 2016, down 29% from 2015, down 21% from 2014. DI registration monthly average down 8% from 2015, down 29% from 2015, and down 21% from 2014 Open Balance monthly average down 27% from 2016, down 57% from 2015, and down 54% from 2014. Open Balance of DI Jan to date up 27% from 2016, down 57% from 2015, and down 54% from 2014 2016 2015 2014 2017 2016 2015 2014 2016 2015 2014 127 Jan Jan Jan 52 56 4 67 36 39 59 59 47 59 35 107 Feb Feb Feb 58 38 <u>ත</u> 59 $\overline{\alpha}$ 37 56 ယ္သ 8 2 74 Mar 111 Mar Mar හි <u>თ</u> 57 40 38 76 53 38 58 60 36 April **April** April 125 68 4 37 50 \mathfrak{A} 44 59 37 44 60 72 May May May 109 <u>ځ</u> 46 27 71 39 48 74 5 32 56 48 June June June 106 49 55 82 47 52 50 60 2 57 27 46 **BALANCE OPEN CASES** Program Codes 7,10, 11, 12, 16 & 20 REGISTRATIONS DISPOSITIONS July July July 8 8 92 2 $\frac{\omega}{2}$ 80 45 37 41 52 55 7 DI TRENDS-AO Aug 112 Aug Aug 26 5 82 ន 65 56 50 2 9 49 39 Sept Sept Sept 28 22 9 101 82 50 46 59 3 ဒ္ဌ 23 72 106 S O Oct Oct 87 55 43 32 မ 25 34 37 71 3 69 Nov Nov 112 ۷o۷ 55 37 32 <u>4</u> 56 3 4 5 မ 40 8 52 Dec Dec Dec 127 29 70 3 36 29 55 56 ယ္ယ 4 54 71 End of yr Total Total Total 2014 2014 2014 2016 2015 2016 2015 2015 2016 536 504 576 540 784 495 693 626 34 127 70 chg to '14 avg chg to '14 avg chg to '14 avg Avg. Avg. 46% 93% 68% 106% 92% Avg. 43% 79% 73% 71% 52 88 38 84 45 42 65 48 41 45 58 52 chg to '14 YTD chg to '14 YTD chg to '14 YTD of Avg % Chg of Avg % Chg of Avg % Chg 106% 106% 136% 111% 106% 68% 64% 46% 43% 73% 73% 59% 79% 71% 92% 92% 78% AvgChg AvgChg AvgChg **Yr-Yr** Y-Yr Yr-Yr -13 <u>'</u> -36 -23 17 5 ω 4 თ

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	cng to "14 YID	cng to 14 avg														
	123%	123%	2014		4	from 20	own 23%	15, and d	from 20	up 114%	эт 2016,	p 61% fr	rage is u	onthly ave	lance mo	Tax ba
	214%	214%	2015		014	3% from 2	and up 2:	om 2015,) 114% fr	า 2016, սբ	61% fron	date is up	s Jan to d	Tax balance of open cases Jan to date is up 61% from 2016, up 114% from 2015, and up 23% from 2014	lance of c	Tax ba
	161%	161%	2016												'	
21	161%	55		37	66	114	100	26	50	37	35	41	45	47	59	2017
9	133%	34	64	64	60	63	57	44	32	23	17	12	9	9	19	2016
-19	58%	26	19	19	19	20	26	20	24	25	26	30	37	28	33	2015
		44	35	35	31	27	28	18	22	35	59	71	69	63	74	2014
Υ _Γ -Υ _Γ AvgChg	% Chg of Avg	Avg.	End of yr Total	Dec	Nov	Oct	Sept	Aug	July	June	May	April	Mar	Feb	Jan	
	2						CASES	OPEN	BALANCE	BA						
	chg to '14 YTD	chg to '14 avg														
	226%	226%	2014		2014	3% from 2	nd up 126	n 2015, a	34% fron	016, up 2	% from 2	s up 309	average i	Tax disposition monthly average is up 309% from 2016, up 234% from 2015, and up 126% from	sposition	Tax dis
	334%	334%	2015			from 2014	up 126% t)15 and ເ	% from 2), up 2349	rom 2016	p 309% f	ate are u	Tax dispositions Jan to date are up 309% from 2016, up 234% from 2015 and up 126% from 201	spositions	Tax dis
	409%	409%	2016													
17	409%	23	274	.32	70	11	12	55	8	6	20	13	16	18	13	2017
7	82%	6	67	ر ان	9	5	4	သ	7	5	သ	1	6	11	8	2016
ဌာ	68%	7	82	4	4	11	4	9	7	3	10	12	0	13	5	2015
		10	121	5	7	5	0	. 10	9	32	13	7	12	16	8	2014
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sept	Aug	July	June	May	April	Mar	Feb	Jan	
							S	DISPOSITIONS	DISP							
	chg to '14 YTD	chg to '14 avg	Ш													
	179%	179%	2014		2014	'9% from	and up 7	om 2015,	211% fr	2016, up	78% from	is down 7	average	Tax registration monthly average is down 78% from 2016, up 211% from 2015, and up 79% from 2014	gistration	Tax re
	311%	311%	2015			om 2014	лр 79% fr	15, and u	6 from 20	, up 211%	om 2016	ıp 78% fr	date are ι	s Jan to o	gistration	Tax re
	178%	178%	2016					٠								
7	178%	17	199	7	22	23	20	49	21	8	14	9	12	6	8	2017
4	175%	9	112	9	7	10	17	15	.15	11	8	4	6	1	9	2016
-4	58%	5	64	4	2	5	10	5	6	1	6	5	9	8	ယ	2015
		9	111	6	11	5	10	5	0	8	1	9	18	11	24	2014
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sept	Aug	July	June	May	April	Mar	Feb	Jan	
							SNC	REGISTRATIONS	REGIS							
					48	5, 46, 47	Program Codes 15, 17, 18, 32, 45, 46, 47, 48	s 15, 17	am Code	Progr			-			
)	TAX TRENDS-AO	X TRE	/1							

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OTHER TRENDS-AO

							BALANCE OPEN CASES	E OPEN	LANCE	B/						
	chg to '14 YTD	chg to '14 avg														
	91%	91%	2014		2014	9% from	Other disposition monthly average up 63% from 2016, down 39% from 2015, and down 9% from 2014	า 2015, aı	39% from	16, down	from 201	9 up 63%	y average	n monthly	dispositio	Other o
	61%	61%	2015		m 2014)% from 2	Other dispositions Jan to date are up 63% from 2016, down 39% from 2015, and down 9% fro	2015, an	39% from	6, down 3	from 201	up 63%	date are	ns Jan to	dispositio	Other
	163%	163%	2106													
2	163%	4	49	3	2	1	0	4	6	9	6	0	2	10	6	2017
-4	38%	3	30	1	4	1	3	8	4	2	1		ω			2016
2	148%	7	80	9	2	5	9	5	19	10	51	4	4	51	ω	2015
		5	54	5	5	5	4	>	6	8	4	ω	4	2	7	2014
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sept	Aug	July	June	May	April	Mar	Feb	Jan	
							SNS	DISPOSITIONS	DISP							
	chg to '14 YTD	chg to '14 avg														
	94%	94%	2014	2014	6% from	and down	Other registration monthly average down unchanged from 2016, down 37% from 2015, and down 6% from 2014	า 37% fro	116, down	d from 20	nchange	e down u	ly averag	on month!	egistration	Other r
	63%	63%	2015	014	% from 20	Down 65	Other registrations Jan to date are unchanged from 2016 and down 37% from 2015, and Down 6% from 2014	7% from 2	l down 37	2016 and	ged from .	o unchang	o date are	ons Jan to	egistration	Other r
	100%	100%	2106					-								
0	100%	4	47	5	4	1	0	0	6	9	7	2	2	ა	6	2017
-2	63%	4	47	8	2	2	7	7	7	4	4	_	→	2	2	2016
2	150%	6	75	6	2	2	7	10	1	8	14	13	51		6	2015
		4	50	5	1	4	4	9	2	4	2	7	8	2	2	2014
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sept	Aug	July	June	May	April	Mar	Feb	Jan	
							ONS	REGISTRATIONS	REGIS							
			-													
			•		. 4	21,22, 40	Program Codes 9,13, 14, 19, 21,22, 40, 44	des 9,13	gram Co	Pro						
						Ì	フロコフロースで		<u><</u>							

	Other disposition monthly average up 63% from 2016, down 39% from 2015, and down 9% from 2014	Other dispositions Jan to date are up 63% from 2016, down 39% from 2015, and down 9% from 2014		2017 6 10 2 0 6 9 6 4 0 1 2	2016 1 1 3 1 1 2 4 8 3 1 4	2015 3 5 4 4 5 10 19 5 9 5 ;	2014 7 2 4 3 4 8 6 1 4 5	Jan Feb Mar April May June July Aug Sept Oct N
	m 2016, do	n 2016, dov		6 9	1 2	5 10	4 8	/lay Jur
	wn 39% fro	vn 39% fror		6	4) 19	6	ne July
	m 2015, aı	n 2015, an		4	8	5	1	Aug
	nd down s	nd down 9		0	3	9	4	Sept
	3% from 2	% from 2		1	1	5	5	Oct
	2014	014		2	4	2	5	Nov
				3	1	9	വ	Dec
	2014	2015	2106	49	30	80	54	Total
chg to '14 avg	91%	61%	163%	4	3	7	۲.	Avg.
chg to '14 YTD	91%	61%	163%	163%	38%	148%		% Chg of Avg
. –				2	-4	2		Yr-Yr AvgChg

						В/	BALANCE OPEN CASES	OPEN	CASES	,						
	Jan	Feb	Mar	April	Мау	June	July	Aug	Sept	Oct	Nov	Dec	End of	Avg.	% Chg of	Yr-Yr
			>										ľ	'		
2014		_	9	13	11	7	ယ	<u>:</u>	1	10	6	7	7	00		
2015	10	6	7	15	24	22	4	9	8	5	5	2	2	10	130%	2
2016	3	4	2	2	5	7	10	9	13	14	12	20	20	8	%98	ᅺ
2017	19	14	0	2	2	8	8	0	0	0	2	5		5	59%	- :
													2106	59%	%65	
Other	Other balance of open cases is up 41% from 2016, down 49% from 2015, and down 33% from 2014	of open ca	ases is up	41% fro	m 2016,	down 49°	% from 20)15, and (down 33%	6 from 20)14		2015	51%	51%	
Other	Other balance monthly average down 41% from 2016, down 49% from 2015, and down 33% from 2014	nonthly a	verage de	own 41%	from 201	16, down	49% from	า 2015, a	nd down	33% from	ո 2014		2014	67%	67%	
														chg to '14 avg	chg to '14 YTD	

	chg to '14 YTD	chg to '14 avg		ı.	m 2014	1 62% frc	and dow	m 2015,	1 46% tro	Open Balance monthly average down 26% from 2016, down 46% from 2015, and down 62% from 2014	trom 20	own 26%	verage d	nonthly a	Balance	Open
	38%	38%	2014		2014	32% from	od down 6	2015, ar	6% from	Open Balance Jan to date is down 24% from 20116, down 46% from 2015, and down 62% from	om 20116	n 24% fro	te is dow	Jan to da	Balance 、	Open
	54%	54%	2015										٠			
	74%	74%	2016													
-302	74%	877		880	1,046	978	1,052	1,073	943	773	603	731	782	725	936	2017
-4 31	73%	1,179	1,016	1,016	900	1,181	1,449	1,395	1,738	1,645	982	1,243	902	929	771	2016
-695	70%	1,610	998	998	1,222	1,006	1,137	1,483	1,499	1,752	2,436	2,290	2,028	1,690	1,783	2015
-		2,306	1,970	1,970	2,562	2,575	2,049	1,804	2,484	2,671	2,625	2,509	1,910	2,452	2,057	2014
Yr-Yr AvgChg	% Chg of Avg	Avg.	End of yr Total	Dec	Nov	Oct	Sept	Aug	July	June	May	April	Mar	Feb	Jan	
						-	CASES	OPEN (BALANCE	BAI						
	chg to '14 YTD	chg to '14 avg			014	% from 2	COWN 38	Jio, and	% Irom Zt	Disposition file first average down / % from 2016, down 27% from 2013, and down 38% from 2014	11 20 10,	11 / 76 ITOI	age dow	Illiy aver	ווטויים וויטו	Dispos
	62%	62%	2014	_	714	o from 2t	30WII 38%	ino, and c	o rrom 20	Dispositions part to date are down 7% from 2015, down 24% from 2015, and down 38% from 2014	2016, 0	70/ f-or	are down	n to date	sition mor	Dispos
	73%	73%	2015		•			7		2	202	70/ 5		**	**************************************	
	93%	93%	2016													
-76	93%	1,036	12,431	1,110	1,050	973	867	1,038	1,017	1,107	1,146	1,022	1,078	1,062	961	2017
-308	78%	1,112	13,345	959	1,104	1,274	1,261	1,401	965	732	1,273	958	1,359	842	1,217	2016
-242	85%	1,420	17,044	1,413	947	1,242	1,432	1,597	1,888	1,798	1,320	1,346	1,269	1,377	1,415	2015
		1,662	19,945	1,637	1,438	1,568	1,925	1,813	1,583	1,634	1,661	1,877	1,743	1,549	1,517	2014
Y _r -Yr AvgChg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sept	Aug	July	June	May	April	Mar	Feb	Jan	
							S	DISPOSITIONS	DISPO			4],			
	chg to '14 YTD	chg to '14 avg			2014	7% from .	down 38	oro, and	% Irom z	Registiation filontilly average down 6% from 2016, down 23% from 2013, and down 39% from 2014	111 2010,	ALI 0, 0 IIA	rage dov	Jillily ave	ומנוטוז וווכ	Vegla
	61%	61%	2014	_		om 2014	vn 39% tr	, and dov	om 2015	Registrations Jan to date down 8% from 2016, down 23% from 2015, and down 39% from 2014	J16, dow	% trom 20	e down 8	an to date	rations Ja	Kegisi
	77%	77%	2015)))))		-	2		·	; ;	}
	92%	92%	2016													
-86	92%	1,027	12,321	.950	1,118	900	852	1,171	1,186	1,283	1,016	974	1,134	·851	886	2017
-218	84%		13,353	1,071	824	1,010	1,318	1,059	1,059	1,397	1,018	1,260	1,345	1,003	989	2016
-349	79%		15,974	1,206	1,156	1,114	1,088	1,586	1,642	1,116	1,470	1,608	1,605	1,288	1,095	2015
		1,680	20,161	1,417	1,298	1,873	1,636	1,729	1,847	1,812	1,623	1,959	1,620	1,666	1,681	2014
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sept	Aug	July	June	May	April	Mar	Feb	Jan	
							SN(REGISTRATIONS	REGIS.							
							-		•			,				
						S-AO	ALL PROGRAM TRENDS-AO	GRAM	I PRO	_						

			APP	APPELLATE	OPERATIONS	IONS TL	TL & Case Aging TRENDS	aging TR	ENDS				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Avg.
Standard 45- Day	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
Standard 75- Day	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Standard 150-Day	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard Case Age	40	40	40	40	40	40	40	40	40	40	40	40	40
11/12 45-Day	5.2%	6.9%	4.6%	10.1%	10.6%	10.5%	11.6%	11.7%	17.2%	16.6%	47.9%	70.0%	18.6%
11/12 75-Day	89.2%	87.9%	60.8%	43.9%	40.0%	43.1%	72.7%	86.4%	89.5%	85.5%	91.0%	90.8%	73.4%
11/12 150-Day	99.7%	99.4%	99.4%	97.3%	98.9%	99.0%	98.9%	99.2%	99.5%	99.3%	99.3%	99.1%	99.1%
Case Aging	39	45	43	47	48	44	39	38	39	37	32	30	40
12/13 45-Day	66.4%	57.4%	20.5%	12.8%	28.7%	40.7%	25.5%	22.1%	14.3%	13.1%	24.0%	53.3%	31.6%
12/13 75-Day	94.0%	91.8%	81.7%	80.9%	80.6%	76.4%	75.4%	83.2%	75.3%	82.7%	76.6%	90.6%	82.4%
12/13 150-Day	99.3%	99.5%	99.4%	99.7%	99.2%	99.0%	99.0%	99.6%	98.3%	99.7%	99.8%	99.7%	99.4%
Case Aging	31	38	44	48	44	49	45	45	41	41	35	29.1	41
13/14 45-Day	62.3%	76.0%	72.4%	56.6%	77.4%	80.5%	74.5%	52.4%	52.5%	51.0%	59.1%	77.1%	66.0%
13/14 75-Day	92.1%	94.4%	90.7%	90.3%	94.8%	96.3%	97.3%	93.1%	92.3%	91.6%	93.3%	96.3%	93.5%
Case Aging	99.7% 30.1	99.7% 31.0	39.8%	99.8%	99.6% 28.4	99.9%	99.9%	99.5% 35.0	99.6% 33.8	99.4%	99.6%	99.9%	99.7%
14/15 45-Day	77.9%	79.7%	69.8%	42.1%	48.6%	56.9%	38.5%	39 7%	42 4%	45 1%	20.5%	57 5%	51.6%
14/15 75-Day	96.9%	96.4%	95.7%	96.1%	90.6%	93.4%	91.3%	88.8%	82.1%	67.8%	77.4%	93.6%	89.2%
14/15 150-Day	99.2%	99.8%	99.8%	99.8%	99.7%	99.8%	99.5%	99.5%	99.0%	99.9%	99.8%	99.8%	99.6%
Case Aging	28.3	30.3	32.3	35.1	35.9	37.6	36.0	41.1	38.8	41.5	33.4	33.9	35.4
15/16 45-Day	43.2%	21.1%	35.0%	40.2%	69.0%	68.4%	82.5%	81.0%	73.4%	72.8%	77.7%	79.8%	62.0%
15/16 75-Day	92.4%	94.6%	88.0%	89.1%	95.3%	94.6%	96.4%	97.3%	97.6%	96.6%	93.4%	94.6%	94.1%
15/16 150-Day	99.6%	99.8%	100.0%	99.4%	99.8%	98.9%	99.4%	99.5%	99.8%	99.7%	99.2%	99.8%	%9.66
Case Aging	37.3	40.9	42.2	33.1	32.9	29.8	29.6	31.5	30.8	31.2	29.2	25.0	32.8
16/17 45-Day	77.4%	78.9%	62.1%	47.7%	27.8%	52.6%	68.7%	77.2%	73.4%	53.3%	72.1%	82.1%	64.4%
16/17 75-Day	98.0%	95.2%	92.3%	95.1%	91.1%	90.2%	93.8%	95.4%	96.9%	93.9%	97.3%	96.8%	94.7%
16/17 150-Day	99.7%	99.4%	99.7%	100.0%	100.0%	99.6%	99.9%	99.3%	99.6%	100.0%	100.0%	99.8%	99.7%
Case Aging	29.0	33.4	32.3	40.1	37.7	34.0	31.5	31.7	32.4	32.5	30.4	27.9	32.7
17/18 45-Day	88.6%	79.0%	69.2%	71.43%	73.15%	81.8%	72.1%	75.3%	82.5%				77.0%
17/18 75-Day	98.0%	99.2%	96.2%	95.90%	95.54%	96.7%	98.4%	96.0%	96.6%				97.0%
17/18 150-Day	99.8%	100.0%	100.0%	100.00%	99.89%	100.0%	99.6%	99.7%	99.6%				99.8%
Case Aging	25.4	30.3	25.8	27.0	27.4	32.9	36.9	30.1	30.8				29.6

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	July	Aug	Sep	Ca	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	4verage (Ö	TOTAL	Appel
WORKLOAD													.6	% of Avg.		Current Mo.
Registrations																
J UITL	1,122	1,068	806	833	1,062	904			-				966	94%	5,795	
DI	37	49	23	43	30	33							36	92%	215	
Tax Ruling	5	თ	3	4	ථා	_							4	26%	23	
Tax	21	49	20	19	17	7							22	32%	133	
Ruling/Other	_1	0	0	_	4	51							2	273%	<u> </u>	
Total	1,186	1,171	852	900	1,118	950	0	0	0	0	0	0	1,030	92%	6,177	541 .
Multi Cases																
		_														<u></u> ⊢-1
Dispositions												-				
UI TL	949		831	931	937	1,037							942	110%	5,650	
DI I	54		19	30	41	36		,					39	92%	235	
Tax Ruling	4	7	5	2	ω	2				_			4	52%	23	
Tax	8		12	9	67	32							23	142%	135	
Ruling/Other	2		0	1	2	3							2	150%	12	
Total	1,017	1,038	867	973	1,050	1,110	0	0	0	0	0	0	1,009	110%	6,055	628
Multi Case/Clt																
		,			.}											
Balance - Open Cases	-															
UI TL	853	953	922	821	944	807							883	91%		
D	32		28	43	34	29							32	91%		
Tax Ruling	4		2	2	4	2							3	75%		
Tax	50		100	112	62	37							76	49%		
Ruling/Other	4		0	0	2	5							2	273%		
Total	943		1,052	978	1,046	880	0	0	0	0	0	775	995	88%		502 Estimate
Multi Cases													· - ma			
													··			
FO to AO Appeal Rate	ate						Aut-utu									
UITL	6.7%	7.6%	4.4%	5.6%	6.4%	5.6%							6.0%	94%		
DI	4.5%	5.2%	2.5%	5.0%	3.1%	4.1%							4.1%	102%	į	
Tax Ruling	1.9%	1.9%	0.8%	1.7%	2.5%	0.7%							1.6%	43%		
Tax	5.8%	13.0%	8.1%	4.9%	4.3%	1.8%							6.3%	28%		
	5.6%	0.0%	0.0%	7.1%	28.6%	2.8%							7.3%	38%		
Ruling/Other	8 5%	7.4%	701.			л 50%	0.0%	000	200		200	00%	2 9%	1000		
Ruling/Other Overall Rate	0.070;		4.2%	5.5%	6.1%	0.070		0.0%	0-0-0	0.0%	0.0%	0.0%	1:0	%OBL		

APPELLATE OPERATIONS ~ REPORT SUMMARY

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APPELLATE						2017-201	œ							ð		ļ <u>.</u>
	July	Aug	Sep	Oct	Nov	Dec Ja	Jan	Feb	Mar	Apr	May	Jun	Average	Gurrent Mo.		ļ
TIME LAPSE		ļ												% of Avg.		
45 Day- 50 %	71	73	82	72	75	82		_					.76	99%		
75 Day- 80 %	96	96	97	98	96	97							97	99%		
150 Day- 95 %	100	100	100	100	<u>1</u>	100							18	100%		
CASE AGE																
Avg Days-UI (mean)	27.0	27.4	32.9	36.9	30.1	30.8							30.9	98%	-	
Avg Days-UI (median)	21.0	24.0	32.0	34.0	28.0	27.0							27.7	101%	_	
Over 120 days old			_													
UI Cases	4	3	6	4	2	2				*******			4	57%		
UI %	0%	0%	1%	0%	0%	0%							0%	55%	.5	
UI % w/out Multis	0%	0%	0%	0%	0%	0%							0%	52%		
NET PYS USED																
ALJ	6.76	6.55	6.64	8.87	8.75								7.5	116%		
AO Non ALJ	14.42	15.88	13.40	13.67	12.24								13.9	88%		
CTU Non ALJ	1.61	1.90	1.94	1.83	2.91								2.0	143%		-
Net PYs	22.79	24.33	21.98	24.37	23.90	0.00	0.00	0.00	0.00	0.00	0.00		23.5	102%		
					_											
RATIOS					_											
AO w/o transcribers	2.13	2.42	2.02	1.54	1.40								1,85	75%		
AO with transcribers	2.37	2.71	2.31	1.75	1.73								2.12	82%		
							_						-	;		
TRANSCRIPTS	15	36	34	50	56	38							38	100%	229	
PAGES	759	2,657	2,206	3,444	3,337	2,770							2,529	110%	15	
AVG PGS Per T/S	51	74	65	69	60	73							65	92%	i	
												-				
PRODUCTIVITY																
ALJ Disp/wk	35.8	36.0	32.6	24.9	31.6			-	-	_	_		35.9			
Trans Pgs/day	22.45	63,56	56.86	85.54	60.35							-	43.0			

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APPELLATE						2017								ð		
	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	NOV.	Dec	Average	ō	TOTAL	Appellants
WORKLOAD								ļ !						% of Avg.		Current Mo.
Registrations																
UI TL	825	784	1,046	923	962	1,216	1,122	1,068	806	833	1,062	904	963	94%	11,551	-
D	47	56	55	37	32	50	37	49	23	43	30	ဒ္ဌ	41	80%	495	_
Ruling & T-R	5	ъ	16	သ	7	4	ڻ.	ហ	ယ	4	5	_	5	19%	63	
Tax	8	6	12	9	14	8	21	49	20	19	17	7	16	44%	190	
Other	_	0	2	2	_	5	ľ	0	0	1	4	ĊΊ	2	273%	22	
Total	886	851	1,134	974	1,016	1,283	1,186	1,171	852	900	1,118	950	1,027	93%	12,321	541
Multi Cases				-												
					.+											
propositions	220	Ŷ.	3		2	2	3	2								
	886	676	963	756	1,081	1,065	949	965	831	931	937	1,037	965	107%	11,577	
0	56	59	. 76	44	39	27	54	- 55	19	30	41	36	£	81%	536	
Ruling & T-R	5	9	21	8	5	7	4	7	5	2	3	2	7	31%	78	
Тах	13	18	16	13	20	6	8	7	12	9	67	32	18	174%	221	
Other	1	1	2	0	1	2	2	4	0	_	2	ယ	2	189%	19	
Total	961	1,062	1,078	1,022	1,146	1,107	1,017	1,038	867	973	1,050	1,110	1,036	107%	12,431	628
Multi Case/Cit			-											•		
Balance - Open Cases	Ses															
UI TL		606	688	684	533	679	853	953	922	821	944	807	774	104%		
DI	61	58	40	34	27	49	32	26	28	43	34	29	38	75%		
Ruling & T-R	18	14	9	4	6	ယ	4	2	2	2	4	2	6	34%		
Tax	59	47	45	41	35	37	55	93	100	112	బ	37	60	62%		
Other	_1	0	0	2	2	5	4	0	0	0	2	ĊΊ	2	286%		
Total	936	725	782	765	603	775	943	1,073	1,052	978	1,046	880	880	100%		502 Estimate
Multi Cases																
FO to AO Appeal Rate	ate															
UI TL		4.8%	6.1%	4.9%	6.4%	7.5%	6.7%	7.6%	4.4%	5.6%	6.4%	5.6%	5.9%	96.0%		
0	4.6%	4.6%	6.2%	3.7%	3.6%	4.0%	4.5%	5.2%	2.5%	5.0%	3.1%	4.1%	4.3%	97.2%		
Ruling & T-R	1.5%	1.6%	1.8%	0.8%	1.8%	1.3%	1.9%	1.9%	0.8%	1.7%	2.5%	0.7%	1.5%	44.8%		
Тах	4.7%	1.9%	4.9%	3.2%	5.7%	3_0%	5.8%	13.0%	8.1%	4.9%	4.3%	1.8%	5.1%	35.2%		
Other	5.9%	0.0%	12.5%	7.7%	7.7%	20.0%	5.6%	0.0%	0.0%	7.1%	28.6%	2.8%	8.2%	34.6%		
Overall Rate	4.7%	4.7%	5.9%	4.7%	6.2%	7.1%	6.5%	7.4%	4.2%	5.5%	6.1%	5.4%	5.7%	95.2%		
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APPELLATE					ì	2017								ΑO		
	Jan	Feb	March	April	May	June	July	Aug	Sep	<u>ර</u>	Nov	Dec	Average	Current Mo.		
IME LAPSE														% of Ava.		
45 Day- 50 %	53	72	82	88	79	69	71	73	83	72	75	82	75	110%		
75 Day- 80 %	94	97	97	98	99	96	96	96	97	98	96	97	97	100%		
150 Day- 95 %	100	100	100	100	100	100	100	100	100	100	18	100	100	100%		
CASE AGE								_								
Avg Days-Ul (mean)	32.5	30.4	27.9	25.4	30.3	25.8	27.0	27.4	32.8	36.9	30.1	30.8	29.8	103%		
Avg Days-UI (median)	28.0	27.0	28.0	23.0	26.0	22.0	21.0	24.0	32.0	34.0	28.0	27.0	26.7	101%		
Over 120 days old																
UI Cases	0	0		0	0	0	4	ယ	6	4	2	2	2	109%		
UI %	0%	.%0	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	156%		
UI % w/out Multis	20%	0%	0%	0%	%0	0%	0%	0%	0%	0%	0%	0%	0%			
NET PYs USED								i								
ALJ	7.70	7.97	7.17	8.36	7.18	7.63	6.76	6.55	6.64	8.87	8.75		7.6	115%		
AO Non ALJ	17.58	18.46	18.87	17.16	15.02	14.82	14.42	15.88	13.40	13.67	12.24		15.6	78%		
CTU Non ALJ	1.58	1.54	1.92	1.74	1.63	1.69	1.61	1.90	1.94	1.83	2.91		1.8	158%		
Net PYs	26.86	27.97	27.96	27.26	23.83	24.14	22.79	24.33	21.98	24.37	23.90	0.00	25.0	95%		
100					-											
KATIOU																
AO w/o transcribers	2.28	2.32	2.63	2.05	2.09	1.94	2.13	2.42	2.02	1.54	1.40		2.05	.68%		
AO with transcribers	2.49	2.51	2.90	2.26	2.32	2.16	2.37	2.71	2.31	1.75	1.73		2.29	75%		
RANSCRIPTS	27	21	33	22	25	22	15	36	34	50	56	38	3	120%	379	
PAGES	1,612	2,016	2,267	1,672	1,350	1,496	759	2,657	2,206	3,444	3,337	2,770	2,132	130%	25,586	
AVG PGS Per T/S	60	96	69	76	54	68	51	74	65	69	60	73	75	97%		
	ļ															
PRODUCTIVITY	ţ															
ALJ Disp/wk	31.2	33.3	34.2	29.1	36.3	33.0	35.8	36.0	32.6	24.9	31.6		31.2	101%		
Trans Pgs/day	51.01	65.45	53.67	45.76	37.65	40.30	22.45	63.56	56.86	85.54)		51.0	118%		

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Monthly Board Meeting Litigation Report - December 2017

AGENDA ITEM 9

		DING TOTAL = 92	ITIGATION CASES PENDI
5	.,,,,,,,,,,,,,,	T: Claimant Petitions	SUPERIOR COURT:
1	************	Employer Petitions	
		EDD Petitions	
		Non-benefit Court Cases	
		T: Claimant Appeals	APPELLATE COURT:
· · · · · · · · · · · · · · · · · · ·		Employer Appeals	
		EDD Appeals	
		Non-benefit Court Cases	
• • 7		S : Ul	ISSUES:
		DI	
0		Tax	•
	***************************************	Non-benefit Court Cases	
	Cases	CALENDAR YEAR ACTIVITY - Benefit & Tax	2017 C
<u>December</u>	YTD	<u>)</u>	ITIGATION CASES FILED
0	30	T: Claimant Petitions	SUPERIOR COURT:
0 .	11	Employer Petitions	
0	1	EDD Petitions	
	1	- 01 : 4 4 4	APPELLATE COURT:
0		T: Claimant Appeals	
0	1	Employer Appeals	
	1 0		
0	1 0 <u>YTD</u>	Employer Appeals	
0	ū	Employer Appeals	TIGATION CASES CLOSE
0 0 December	<u>YTD</u>	Employer Appeals EDD Appeals SED	TIGATION CASES CLOSE
0 0 December 4	<u>YTD</u> 40	Employer Appeals	ITIGATION CASES CLOSE
0 0 December 4 0	YTD 40 7	Employer Appeals EDD Appeals SED T: Claimant Petitions	ITIGATION CASES CLOSE SUPERIOR COURT:
0 0 December 4 0	YTD 40 7 0	Employer Appeals	ITIGATION CASES CLOSE SUPERIOR COURT:

<u>Claiman</u>	t Appeals	<u>Employe</u>	er Appeals		CUIAB Decisi	<u>ons</u>
Win: 3	Loss: 41	Win: 2	Loss: 6	Affirmed: 47	Reversed: 5	Remanded: 0

CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD DECEMBER 2017 PERFORMANCE INDICATORS

DOL

FIELD OPERATIONS

MEETING DOL STANDARDS

UI TIMELAPSE CASES

Closed	Standard
53.6%	≥60%
81.0%	≥80%
	DOL
Avg. Days	<u>Standard</u>
29.1	≤30
<u>UI</u>	ALL
13,998	15,331
15,369	16,909
13,798	22,250
	53.6% 81.0% Avg. Days 29.1 UI 13,998 15,369

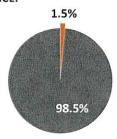
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

	Days
UI Timelapse Appeals	40
DI Appeals (including PFL)	70
All Programs	54

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	99%
UI Extensions as % of All UI	1%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 1.5% of UI Open Balance, and Regular UI cases made up 98.5%.

APPELLATE OPERATIONS

DOL

MEETING DOL GUIDELINES & STANDARDS

UI TIMELAPSE CASES

		DOL
Closed Cases	Closed	Guideline
% Closed in <= 45 Days	82.5%	≥50%
% Closed in <= 75 Days	96.6%	≥80%
		DOL
Pending Cases	Avg. Days	<u>Standard</u>
Case Aging	30.8	≤40
WORKLOAD	<u>UI</u>	ALL
Opened	904	949
Closed	1,037	1,110
Balance of Open Cases	808	880

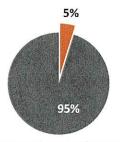
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

	Days
UI Timelapse Appeals	44
DI Appeals (including PFL)	44
All Programs	49

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	94.5%
UI Extensions as % of All UI	5.5%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 5% of UI Open Balance, and Regular UI cases made up 95%.

California Unemployment Insurance Appeals Board FO Cycle Time Summary Report For Cases Closed in December 2017

	OVERALL	By Step in Process				
UI Timelapse CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date	
Jurisdiction	Average	Average	Average	Average	Average	
Fresno	36	4	11	15	15	
Inglewood	46	6	16	14	14	
Inland	37	3	9	16	16	
Los Angeles	36	3	8	15	15	
Oakland	40	6	10	15	15	
Orange County	40	5	11	15	15	
Oxnard	40	4	16	12	12	
Pasadena	38	3	12	14	14	
Sacramento	44	4	15	15	15	
San Diego	38	4	12	14	14	
San Francisco	42	4	16	16	16	
San Jose	55	3	26	18	18	
Statewide	40	4	13	15	15	

	OVERALL	By Step in Process			
ALL CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	41	4	16	15	2
Inglewood	87	7	30	17	5
Inland	42	4	11	16	3
Los Angeles	41	3	9	16	3
Oakland	68	7	15	17	3
Orange County	51	5	14	15	3
Oxnard	43	4	16	12	1
Pasadena	43	4	14	14	3
Sacramento	53	4	18	16	3
San Diego	51	4	13	16	1
San Francisco	48	5	17	16	2
San Jose	68	3	28	19	2 3
Tax Office	170	N/A	N/A	81	192
Statewide	54	4	16	16	3

California Unemployment Insurance Appeals Board FO Cycle Time Summary Report For Cases Closed in December 2017

17. 有对常言	OVERALL	By Step in Process			
PFL CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	38	6	2	14	1
Inglewood	46	10	8	18	3
Inland	49	5	32	16	10
Los Angeles	74	5	53	13	1
Oakland	59	8	11	18	8
Orange County	66	9	41	15	1
Oxnard	38	7	3	12	0
Pasadena	64	7	24	12	2
Sacramento	45	5	3	15	8
San Diego	66	9	32	14	1
San Francisco	71	7	29	19	12
San Jose	63	11	40	13	3
Statewide	57	7	23	15	5

	OVERALL	By Step in Process			
DI CASES (No PFL)	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	56	7	15	15	7
Inglewood	61	10	16	17	8
Inland	67	4	32	15	10
Los Angeles	80	6	55	14	4
Oakland	70	9	16	19	10
Orange County	90	7	49	15	7
Oxnard	52	9	7	13	3
Pasadena	73	7	20	15	8
Sacramento	60	4	16	15	10
San Diego	66	6	39	13	3
San Francisco	78	8	43	13	6
San Jose	99	11	60	16	1
Statewide	71	7	30	15	7